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Valuation Office Agency

Council Tax (<https://www.gov.uk/topic/local-government/council-tax>)

Business rates (non-domestic rates)
(<https://www.gov.uk/introduction-to-business-rates>)

The VOA Rent Officers (<https://www.gov.uk/guidance/valuation-office-agency-and-housing-allowance>)

District Valuer Services (DVS)
(<https://www.gov.uk/government/organisations/district-valuer-services-dvs/about>)

Statistics at the VOA
(<https://www.gov.uk/government/organisations/valuation-office-agency/about/statistics>)

Featured



14 July 2023 — Blog post
[How home improvements affect your Council Tax band](https://valuationoffice.blog.gov.uk/2023/07/13/how-home-improvements-affect-your-council-tax-band/)

Find out how changes to your home can impact your council tax banding.



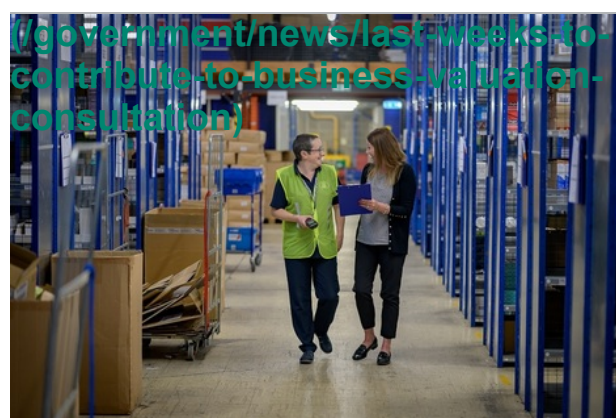
7 June 2023 — News story
[Be wary of rogue business rates agents](/government/news/be-wary-of-rogue-business-rates-agents)

If you want an agent to manage your business rates, use our checklist to choose one. Don't let an agent choose you.



Blog post
[How properties are valued for Council Tax](https://valuationoffice.blog.gov.uk/2023/06/05/how-properties-are-valued-for-council-tax/)

You can contact the VOA if you think your property may be in the wrong Council Tax band. Before challenging your band, it is important to know what evidence we consider when working out bands.



9 May 2023 — News story
[Last weeks to contribute to business valuation consultation](/government/news/last-weeks-to-contribute-to-business-valuation-consultation)

Have your say before 7 June on proposals to disclose more information on business rates valuations.



3 April 2023 — News story
[2023 Non-Domestic Rating list](/government/news/2023-rating-list-is-now-live)

You can now see the rateable value for your business property and tell us if you think it is too high.



22 March 2023 — News story
[Wales adopts Check, Challenge Appeal process](/government/news/wales-adopts-check-challenge-appeal-process)

The new system replaces making a proposal to alter the valuation of your non-domestic property.

Latest from the Valuation Office Agency

[VOA Government Major Projects Portfolio data, 2023](/government/publications/voa-government-major-projects-portfolio-data-2023)

[\(/government/publications/voa-government-major-projects-portfolio-data-2023\)](/government/publications/voa-government-major-projects-portfolio-data-2023)

20 July 2023 Transparency data

[Valuation Office Agency – Statistics at VOA](/government/organisations/valuation-office-agency/about/statistics)

[\(/government/organisations/valuation-office-agency/about/statistics\)](/government/organisations/valuation-office-agency/about/statistics)

19 July 2023 Statistics

[Council Tax: challenges and changes in England and Wales, March 2023](/government/statistics/announcements/council-tax-challenges-and-changes-in-england-and-wales-march-2023)

[\(/government/statistics/announcements/council-tax-challenges-and-changes-in-england-and-wales-march-2023\)](/government/statistics/announcements/council-tax-challenges-and-changes-in-england-and-wales-march-2023)

19 July 2023

[See all latest documents](/search/all?organisations[]=valuation-office-agency&order=updated-newest&parent=valuation-office-agency) [\(/search/all?organisations\[\]=valuation-office-agency&order=updated-newest&parent=valuation-office-agency\)](/search/all?organisations[]=valuation-office-agency&order=updated-newest&parent=valuation-office-agency)

What we do

The Valuation Office Agency (VOA) gives the government the valuations and property advice needed to support taxation and benefits.

Follow us

VOA is an executive agency, sponsored by [HM Revenue & Customs](/government/organisations/hm-revenue-customs) [\(/government/organisations/hm-revenue-customs\)](/government/organisations/hm-revenue-customs), supported by [1 public body](/government/organisations#valuation-office-agency) [\(/government/organisations#valuation-office-agency\)](/government/organisations#valuation-office-agency).

[Read more about what we do](/government/organisations/valuation-office-agency/about) [\(/government/organisations/valuation-office-agency/about\)](/government/organisations/valuation-office-agency/about)

Documents

Services

[Check your Council Tax band](/council-tax-bands) [\(/council-tax-bands\)](/council-tax-bands)

[Find a business rates valuation](/find-business-rates) [\(/find-business-rates\)](/find-business-rates)

[See all services](/search/services?organisations[]=valuation-office-agency&parent=valuation-office-agency) [\(/search/services?organisations\[\]=valuation-office-agency&parent=valuation-office-agency\)](/search/services?organisations[]=valuation-office-agency&parent=valuation-office-agency)

Guidance and regulation

[Start paying Council Tax](/guidance/start-paying-council-tax) [\(/guidance/start-paying-council-tax\)](/guidance/start-paying-council-tax)

22 January 2016 Guidance

[How domestic properties are assessed for Council Tax bands](/guidance/understand-how-council-tax-bands-are-assessed) [\(/guidance/understand-how-council-tax-bands-are-assessed\)](/guidance/understand-how-council-tax-bands-are-assessed)

17 March 2022 Guidance

[See all guidance and regulation](/search/guidance-and-regulation?organisations[]=valuation-office-agency&parent=valuation-office-agency) [\(/search/guidance-and-regulation?organisations\[\]=valuation-office-agency&parent=valuation-office-agency\)](/search/guidance-and-regulation?organisations[]=valuation-office-agency&parent=valuation-office-agency)

News and communications

[Be wary of rogue business rates agents \(/government/news/be-wary-of-rogue-business-rates-agents\)](/government/news/be-wary-of-rogue-business-rates-agents)
7 June 2023 News story

[Last weeks to contribute to business valuation consultation \(/government/news/last-weeks-to-contribute-to-business-valuation-consultation\)](/government/news/last-weeks-to-contribute-to-business-valuation-consultation)
9 May 2023 News story

[See all news and communications \(/search/news-and-communications?organisations\[\]=valuation-office-agency&parent=valuation-office-agency\)](/search/news-and-communications?organisations[]=valuation-office-agency&parent=valuation-office-agency)

Policy papers and consultations

[Consultation on disclosure: sharing information on business rate valuations \(/government/consultations/consultation-on-disclosure-sharing-information-on-business-rate-valuations\)](/government/consultations/consultation-on-disclosure-sharing-information-on-business-rate-valuations)
15 March 2023 Open consultation

[Business rates: delivering more frequent revaluations \(/government/consultations/business-rates-delivering-more-frequent-revaluations\)](/government/consultations/business-rates-delivering-more-frequent-revaluations)
13 March 2018 Consultation outcome

[See all policy papers and consultations \(/search/policy-papers-and-consultations?organisations\[\]=valuation-office-agency&parent=valuation-office-agency\)](/search/policy-papers-and-consultations?organisations[]=valuation-office-agency&parent=valuation-office-agency)

Research and statistics

[Valuation Office Agency – Statistics at VOA \(/government/organisations/valuation-office-agency/about/statistics\)](/government/organisations/valuation-office-agency/about/statistics)
19 July 2023 Statistics

[Local reference rents, listed by BRMA and property size \(June 2023\) \(/government/publications/local-reference-rents-listed-by-brma-and-property-size-june-2023\)](/government/publications/local-reference-rents-listed-by-brma-and-property-size-june-2023)
3 July 2023 Research and analysis

[See all research and statistics \(/search/research-and-statistics?organisations\[\]=valuation-office-agency&parent=valuation-office-agency\)](/search/research-and-statistics?organisations[]=valuation-office-agency&parent=valuation-office-agency)

Transparency and freedom of information releases

[VOA Government Major Projects Portfolio data, 2023 \(/government/publications/voa-government-major-projects-portfolio-data-2023\)](/government/publications/voa-government-major-projects-portfolio-data-2023)
20 July 2023 Transparency data

[Valuation Office Agency: June 2023 transparency data \(/government/publications/valuation-office-agency-june-2023-transparency-data\)](/government/publications/valuation-office-agency-june-2023-transparency-data)
11 July 2023 Transparency data

[See all transparency and freedom of information releases \(/search/transparency-and-freedom-of-information-releases?organisations\[\]=valuation-office-agency&parent=valuation-office-agency\)](/search/transparency-and-freedom-of-information-releases?organisations[]=valuation-office-agency&parent=valuation-office-agency)

Our management



[Jonathan Russell CB](/government/people/jonathan-russell)
Chief Executive

Chief professional officers

[\(/government/people/toby-nerval\)](/government/people/toby-nerval)

[\(/government/people/kirsty-wildgoose\)](/government/people/kirsty-wildgoose)

[\(/government/people/carolyn-bartlett\)](/government/people/carolyn-bartlett)

[\(/government/people/alain-colston\)](/government/people/alain-colston)



Toby Nerval

Interim Chief Corporate Services Officer



Kirsty Wildgoose

Chief Strategy and Transformation Officer



Carolyn Bartlett

Chief Strategy and Transformation Officer



Alan Colston

Chief Valuer



Derek Thomas

Chief Operating Officer

Contact VOA

Contact the VOA

Contact: [Contact the VOA \(https://www.gov.uk/contact-voa\)](https://www.gov.uk/contact-voa)

If you have a query about your case or any VOA services, the best way to get in touch or find the information you are looking for is through our Contact Form.

Our telephone service is available between 9.00am and 4.30pm, Monday to Friday.

Telephone:
03000 501501 (England)
03000 505505 (Wales / Cymru)

Media enquiries

If you have a media enquiry about the Valuation Office Agency, you can contact our press office using the details below. This service is only for journalists and our press office cannot help with customer service enquiries.

Email: voamediaenquiries@voa.gov.uk
Phone: 03000 543466

Our normal office hours are 9.00am to 5.30pm, Monday to Friday. Outside of this we will only respond to urgent media enquiries. Our duty press officer can be contacted on 07773 572114.

The VOA is bound by the rules of confidentiality and cannot discuss details of individual taxpayers or companies.

Make an FOI request

Corporate information

Our governance
[\(/government/organisations/valuation-office-agency/about/our-governance\)](/government/organisations/valuation-office-agency/about/our-governance)

Statistics at VOA
[\(/government/organisations/valuation-office-agency/about/statistics\)](/government/organisations/valuation-office-agency/about/statistics)

Jobs and contracts

Procurement at VOA
[\(/government/organisations/valuation-office-agency/about/procurement\)](/government/organisations/valuation-office-agency/about/procurement)

Working for VOA
[\(/government/organisations/valuation-office-agency/about/recruitment\)](/government/organisations/valuation-office-agency/about/recruitment)

Jobs
<https://www.civilservicejobs.service.gov.uk/csr>

Find out about our commitment to [publishing in Welsh \(/government/organisations/valuation-office-agency/about/welsh-language-scheme\)](/government/organisations/valuation-office-agency/about/welsh-language-scheme). Our [Personal information charter \(/government/organisations/valuation-office-agency/about/personal-information-charter\)](/government/organisations/valuation-office-agency/about/personal-information-charter) explains how we treat your personal information. Read our policy on [Social media use](#)

(</government/organisations/valuation-office-agency/about/social-media-use>).

- 1 Read about the Freedom of Information (FOI) Act and [how to make a request](https://www.gov.uk/make-a-freedom-of-information-request/the-freedom-of-information-act) (<https://www.gov.uk/make-a-freedom-of-information-request/the-freedom-of-information-act>).
- 2 Check [our previous releases](/government/publications?departments[]=valuation-office-agency&publication_type=foi-releases) ([/government/publications?departments\[\]=valuation-office-agency&publication_type=foi-releases](/government/publications?departments[]=valuation-office-agency&publication_type=foi-releases)) to see if we've already answered your question.
- 3 Make a new request by contacting us using the details below.

Freedom of information

Email

foi@voa.gov.uk

We will acknowledge your request within three working days. If you have not had an acknowledgement please contact the VOA.

High profile groups within VOA

District Valuer Services (DVS) (</government/organisations/district-valuer-services-dvs>)

OGI

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